

06.10.26 (Public) Switchboard Webinar Client-Centered Practice Fundamentals

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Share an example of a client strength you have encountered.

052

(1/2)

- Adaptability
- creativity open to new cultures
- Utilize support in the community
- Go getter/ entrepreneurship
- Adaptation to a new environment
- joy in the midst of difficulties.
- Honesty
- good self advocate
- Acknowledging they need help
- Pride in their culture
- Hospitable
- Able to get people invested in them
- desire to deescalate conflict
- Looking at the positive side
- Ability to ask help
- Willing to do things by themselves
- Strong personal faith
- Willing to learn English and the culture
- Able to teach
- Sense of justice
- Determine
- Strong community support
- Motivated
- ability to advocate for themselves
- Engagment
- openness

Share an example of a client strength you have encountered.

052

(2/2)

- The sense of agency
- Family support
- Eager to learn
- Patience
- Communicative
- Willingness to try new things
- Go getter, takes initiative and asks for what they need
- Grateful
- Engagement
- eager to learn
- Support nets
- Resilience and self advocacy
- Responsibility/ adaptability
- Can develop relationships easily
- Education and experience
- Perseverance through changes
- Resilience, determination
- Multi-lingual
- Resilience
- Gratefulness despite set backs
- Advocates for her son
- Positive attitude
- Past work experience (formal or informal)
- Supportive relationships
- Self advocacy
- Prior education

What cultural norms or values have you encountered that surprised you or challenged your service delivery?

035

(1/3)

- inquiry and uncertainty about my gender identity
- Family involvement in decision-making
- how to access health care/navigating health care
- Same religion and different dialect
- No ties to home country, nor family.!
- Sharing cultures: becoming a go-to for any type of help
- Difference in School Systems and learning to navigate it
- mental health stigma
- They said they agreed but they actually don't agree.
- Misogyny
- generational differences- kids are more "americanized"
- Different views on punctuality
- Some clients were uncomfortable discussing mental health because of stigma in their culture.
- Language barriers and lack of translators
- Similar religion but different language
- Men are expected to

What cultural norms or values have you encountered that surprised you or challenged your service delivery?

(2/3)

035

- make decisions with regards to finances or making decisions on who communicates
- body language
- Punctuality is the big one
- Transportation difficulty - using the bus
- Norms around directness/indirectness — having to read between the lines what client really means
- Lack of expectation for women to work
- Language
- Lack of cultural information about clients could be a challenge, we need to know the clients cultures
- eye contact can be sexually suggestive
- Gender interactions
- Different religion, female vs male rules, not looking in the eyes because might be disrespectful
- Share same values
- Patriarchal cultural structure
- Gender roles
- Misconceptions about access to social services

What cultural norms or values have you encountered that surprised you or challenged your service delivery?

(3/3)

0 3 5

- Dialect
- Understanding gender role differences among cultures and how my own experiences and beliefs make it challenging
- Racism
- Language slang while interpreting
- different sense of time
- Different food
- Punctuality, racism
- Across gender interactions
- Keeping the house/rooms very dimly lit
- Religion Women not being able to speak directly to you
- Although we share some cultural experiences they have their own household norms that may be different than my own.
- When I was very green-cupping
- Different religion
- Racism from other people of color
- Similar immigration experience

Name one case management practice you already use that is client-centered.

0 3 4

(1/3)

- Respect
- Humility and curiosity
- Not judgmental
- Speak with empathy
- In education- talking about the kids instead of the parents like how is bob instead of how is David's son?
- Humility and curiosity
- Not directly asking about trauma but listening if they talk about it
- Small attainable goals to not overwhelm them
- Listening
- Educating
- Empathy
- Help them build self-confidence.
- Open ended questions
- Be good lessonner to lear more about them and work with them
- Provide them with choices
- Cultural responsiveness
- Motivational interview
- Value their cultural values
- Encouraging self determination
- Motivational Interviewing
- Empathy
- Guide them with the right goal

Name one case management practice you already use that is client-centered.

0 3 4

(2/3)

- Remembering specific things about them
- Ask those who speak some English if they want an interpreter or if English is ok
- Connect to resources and help them to learn new skills
- Active listening, advocacy
- Engaging with them
- MI
- Pointing out their strengths
- listen to what the client identifies as their goals and not imposing what i think they should be
- sit and listen to their mental health struggle
- Active listening
- What do you most need help with today?
- Advocacy
- Asking them what they want to talk about - what resources they are in need of
- I try to limit the amount of activities I do on their behalf without them with me
- Asking their goal
- Active listening

Name one case management practice you already use that is client-centered.

(3/3)

0 3 4

- Active listening
- Listening to clients needs
- Engaging with their interests
- Active listening
- Individualism
- Ask them what their goals are

What is one client-centered principle to apply with Timur and Nasrin?

0 4 8

(1/5)

- Learning needs?
- Cultural norms
- Recognize that they are new
- Resource for elderly in their community
- Acknowledge their frustration if any with services.
- Bus route in the city
- Mindful of religious practices when scheduling meetings or calls
- To be supportive when they need to navigate the system
- Language barrier
- Look for community where they can get social and emotion integration.
- Respectfully to their culture and goals
- Don't assume just because they're older they don't want to be involved with their community. So be open with them to all the opportunities and resources they might have in their community
- Recognize they are unlike anyone you've ever worked with with
- Nitty gritty: are they digitally literate?

What is one client-centered principle to apply with Timur and Nasrin?

0 4 8

(2/5)

- Recognize their efforts and encourage them
- Find out if they have language goals
- Ask them for consent to get support from their son
- working with not for. understanding medical support is important for them but also acknowledging the dynamic and changing goals and to follow what they voice is important to them
- Trauma informed approach
- Being aware of gender dynamics
- and respecting their cultural beliefs/practices
- Policy and laws
- Clients have voice- they can decide on their benefits
- Ask What worked for them the past
- Ask them what they want to work on so I could help them be more autonomous when going to the doctor
- Speak separately with each person to recognize differences in goals and needs
- Determination

What is one client-centered principle to apply with Timur and Nasrin?

0 4 8

(3/5)

- Listen to their needs as they are older
- Collaboration
- Client agency
- Cultural
- Empowerment
- Ask what they want to accomplish - what is the most important to start with
- Determine family involvement
- They are individuals- ask them what they want to achieve and accomplish
- Work with them toward their benefit
- Making aware from the policy and law
- Be a good listener
- Cultural awareness
- Culture awareness
- Cultural humility,!
- Don't make assumptions based on age or culture (they are individuals)
- Client has voice Cultural awareness
- Employment goals. Empathy
- Clients are dynamic because their case/needs may change over the long service period

What is one client-centered principle to apply with Timur and Nasrin?

0 4 8

(4/5)

- Cultural awareness and ask for their goals
- Give the clients time to tell you their needs and discuss goals together
- Thinking about past work experience
- Consider their strengths and limitations
- Ask what they need in the moment
- Culture awareness
- Self determination
- They have a voice in their medical care/benefits
- Dynamics
- Culture awareness
- Learn who they are from their perspective
- Contact county for benefits
- Seeing them as partners
- Empathy
- Remember they have their own goals
- Cultural awareness
- Ask them what their goals are, what they would like to work on.
- Individual: Respect and be aware of their culture

What is one client-centered principle to apply with Timur and Nasrin?

(5/5)

0 4 8

- Cultural humility

How might you highlight Timur and Nasrin's strengths and help them leverage those strengths?

0 2 1

(1/2)

- making fear/challenges clear
- Their story is a story of strength and not of shame.
- Connecting them with mosque
- Nasrin's caregiving experience, She raised five children, showing responsibility, nurturing abilities, and commitment to family.
- Resilience
- Connection to faith and cultural community
- Tap into Afghan community, family members, Mosque -to help them.
- Wisdom to help new parents or joining shared crafts/kniting groups.
- Family support and help from the community
- Able to communicate their needs and find assistance and resources
- Family
- Perseverance
- They have each other
- Smart and witty - Never learned to read or write but still persevere through life
- Openness and self-advocacy

How might you highlight Timur and Nasrin's strengths and help them leverage those strengths?

(2/2)

0 2 1

- Family
- social, wanting to connect with others.
- They are willing to adjust to their new life but face obstacles.
- Faith as a protective factor
- Hard worker and determination
- He is a hard worker - he can continue to work hard, just on something new
- Family unit

What cultural factors influence your service relationship with Timur and Nasrin?

0 2 8

(1/2)

- Loss of trust
- From a very close community in their country to a very individualistic environment.
- Communication style
- Gender roles
- Culture
- Different generation
- Diet restrictions
- Religious holidays / other considerations
- Better understand the clients culture and their expectations
- Empathy with their circumstances
- Cultural
- Family roles and decision-making processes
- Food requirements
- Respecting religious beliefs
- recommending food pantries that carry halal food (meat)
- Family centered support
- Respect given to elders and expectation that younger will do everything for elders.
- Language, religions, believes
- Accessibility to clients' needs
- Gender roles

What cultural factors influence your service relationship with Timur and Nasrin? (2/2)

0 2 8

- Language barriers
- Dietary and food needs
- Lack of formal education for ESL classes
- Culture shock
- Lenguague
- Literacy levels
- Attire for employment needs
- Language
- Language
- Religious restrictions (to which I cannot relate)

What is one way you might enhance your communication with Timur and Nasrin to support them?

(1/2)

- Validate their efforts to learn.
- Make sure use an interpreter to have an accurate understanding
- Use simple language
- Learn common words in their native language
- Make them feel comfortable and transparent
- Acknowledging the challenge ahead but providing alternative choices
- Be honest
- Empathy
- To remind them of what they have learned to do 1) medical taxis, 2) find an interpreter.
- Remind them that they still have 2 years
- Try to be in touch all the time
- Build trust and good communication
- Give them the confidency
- Validate their concerns; create a timeline of services so they know their action steps
- Check in how they would like to communicate based on the topic

What is one way you might enhance your communication with Timur and Nasrin to support them?

(2/2)

- Reassure them they still have 2 years to work on goals together with you
- Having them use the English they have learned, even if it's just hello
- Honestly
- Repeat yourself if needed
- Build trust
- Transparency
- Try to understand their fears and find solutions to help them relax
- Ask if they want to share any specific worries/concerns
- Direct communication with them

Which trauma-informed principle would you prioritize when supporting Timur and Nasrin?
(1/2)

0 4 6

Safety



Trustworthiness & Transparency



Peer Support



Collaboration & Mutuality



Empowerment, Voice, & Choice



Which trauma-informed principle would you prioritize when supporting Timur and Nasrin?
(2/2)

0 4 6

Cultural & Contextual Issues

